

THE RICOH REPORT

A SNAPSHOT OF OUR FINANCIAL & NON-FINANCIAL PERFORMANCE

2016

OUR EVOLUTION

Employing our new technology to improve collaboration and reduce cost

THE BOTTOM LINE

First in Ricoh's Asia Pacific region

OUR COMMUNITY

Cycling against NET cancer

ENVIRONMENT

Nationwide certified e-waste recycling scheme

OPINION

Managing peak stuff

RICOH
imagine. change.

Hi from Mike

It is with much pride that I write this introduction to our ninth Sustainability Report. Ricoh New Zealand has been reporting its financial and non-financial performance since 2008 and during this time we've seen our culture of continuous improvement strengthen. We recognise that it's our approach to the everyday tasks that makes us more efficient and effective across the triple bottom line. And this is no truer than when I take customers on a tour of our central mailroom.

Our 5 Green Star-rated Auckland headquarters is home to 180 people yet our mailroom has hardly a piece of paper in sight. We transact a significant amount of business every day to service 8000 customers and 40,000 print devices and we do so with a limited physical paper trail.

Too much of our information remains on paper and it's inefficient, expensive and damaging to our environment. Paper also slows tasks down, allows more room for mistakes and requires space to store it and systems to retrieve it.

Our mailroom is a reflection of the fact that digital and electronic data collection and storage is essential for businesses that want to continue to be successful into the future.

"We were excited to launch Ricoh's Unified Communications System (UCS) during the reporting year."

The UCS is a technology solution that allows visual communication with anyone, anytime, anywhere, saving money on travel, making better use of time and increasing inter-office collaboration.

The Paris Agreement reminded us all of the need for a continued focus on reducing greenhouse gas emissions and our UCS is a practical way for organisations to reduce their footprint.

The smart offices of the future will be those that adopt smart systems—systems that manage information so that it's easily accessible, always available and secure. Smart business systems are having a positive impact on the sustainability of organisations, including our own.

Mega efficient systems are our area of expertise and I invite you to read more about us and the next chapter in our sustainability journey.



Mike Pollok
Managing Director
Ricoh New Zealand

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Image on front cover:

Collaborative working with Ricoh's new Unified Communications System (UCS). The technology that's reducing business travel costs, and improving time utilisation and office collaboration.

We're in the business of change

The way we work has changed beyond all recognition. Business has never been more complicated. Markets have never moved faster. And we're all expected to do more with less.

Our tagline is imagine. change. and it underpins how we run our business and assist our customers to run theirs.

Our business has evolved from a camera business, to focusing primarily on printers, to a world-leading technology company; so if there's anyone who understands how change can transform your business, it's us.

We're focused on making our customers' businesses smarter, simpler, faster, leaner and more sustainable.

There are many layers to the Ricoh offering, as this diagram attests. We can take care of your entire technology requirements or focus on one or two aspects.

Whatever your needs, you can be assured that we'll provide the very best solutions and service.

One Ricoh

To accompany our industry-leading print and communication products and solutions, we have developed multiple service lines that provide targeted support for your document infrastructure, business processes and beyond. Our services complement our products and solutions to address an extensive range of business needs, from efficient, impactful production printing and high-performing IT infrastructure, to support and technology to help you utilise your workspace more efficiently.

Business Solutions

Ricoh's Business Solutions division helps customers to optimise the flow of print and digital information within their organisation and deliver more efficient, streamlined document-based processes.

IT Services

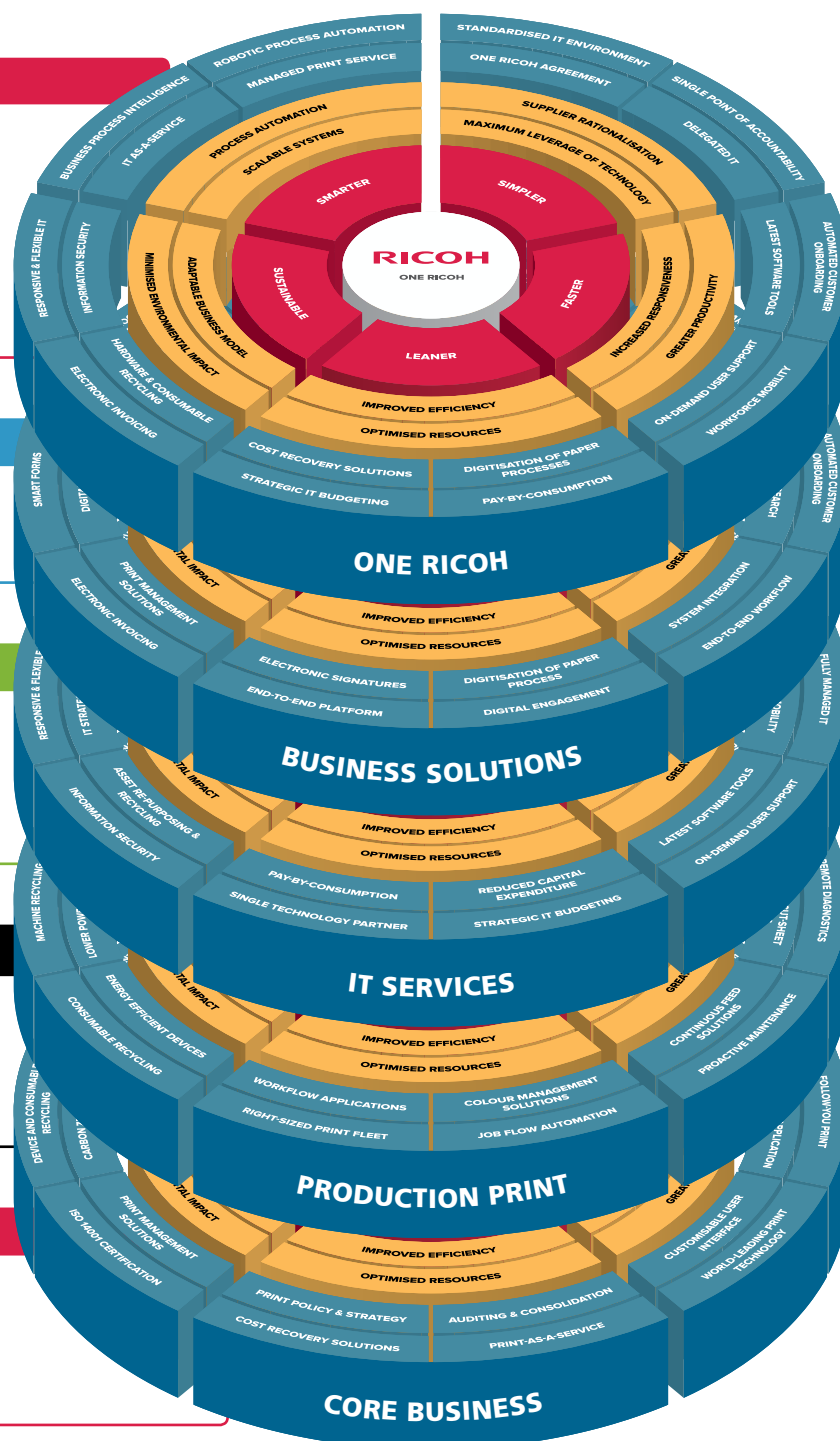
Ricoh's IT Services division provides fixed-price service-based IT to monitor and maintain desktops, servers, networks and end-user systems; allowing you to focus on your core business. Ricoh IT Services' suite of managed services is the future of IT, particularly for SMEs without technology departments.

Production Print

For the CRD, In-Plant, Pay-for-Print and commercial print markets, Ricoh offers a range of mono, colour and special colour printing solutions on both cutsheet and continuous feed. This includes the RICOH Pro™ line, which delivers on the quality, speed, reliability, durability and finishing requirements of printing professionals.

Core Business

When you choose Ricoh technology you're investing in the most advanced and reliable office equipment available today. And, to further optimise your investment, we provide you with industry-leading service and support, such as our automated toner ordering, meter reading and servicing, and our proactive maintenance programme.



Ricoh Global

Founded
in 1936



Headquartered
in Tokyo with
offices in more than
200 countries



The eighth largest
technology company
in the world



Assigned 5.3% of total
sales to R&D in FY 2016,
equating to approximately
¥ 118.5 billion

Published 3,584 patents in Japan in FY2016.
Retains the rights to more than 24,000 patents
in Japan and more than 24,000 overseas.



Recognised by the
Ethisphere Institute as
a 2016 World's
Most Ethical Company®

Received the highest gold
rating in the sustainability
supplier survey conducted
by EcoVadis.



The year that was...

1,148

million ¥

SHAREHOLDER
EQUITY

1.28

APPROXIMATE EXCHANGE
RATE AT 31 MARCH 2016
¥100 = NZ\$77.82

109,361

EMPLOYEES
WORLDWIDE

2,209

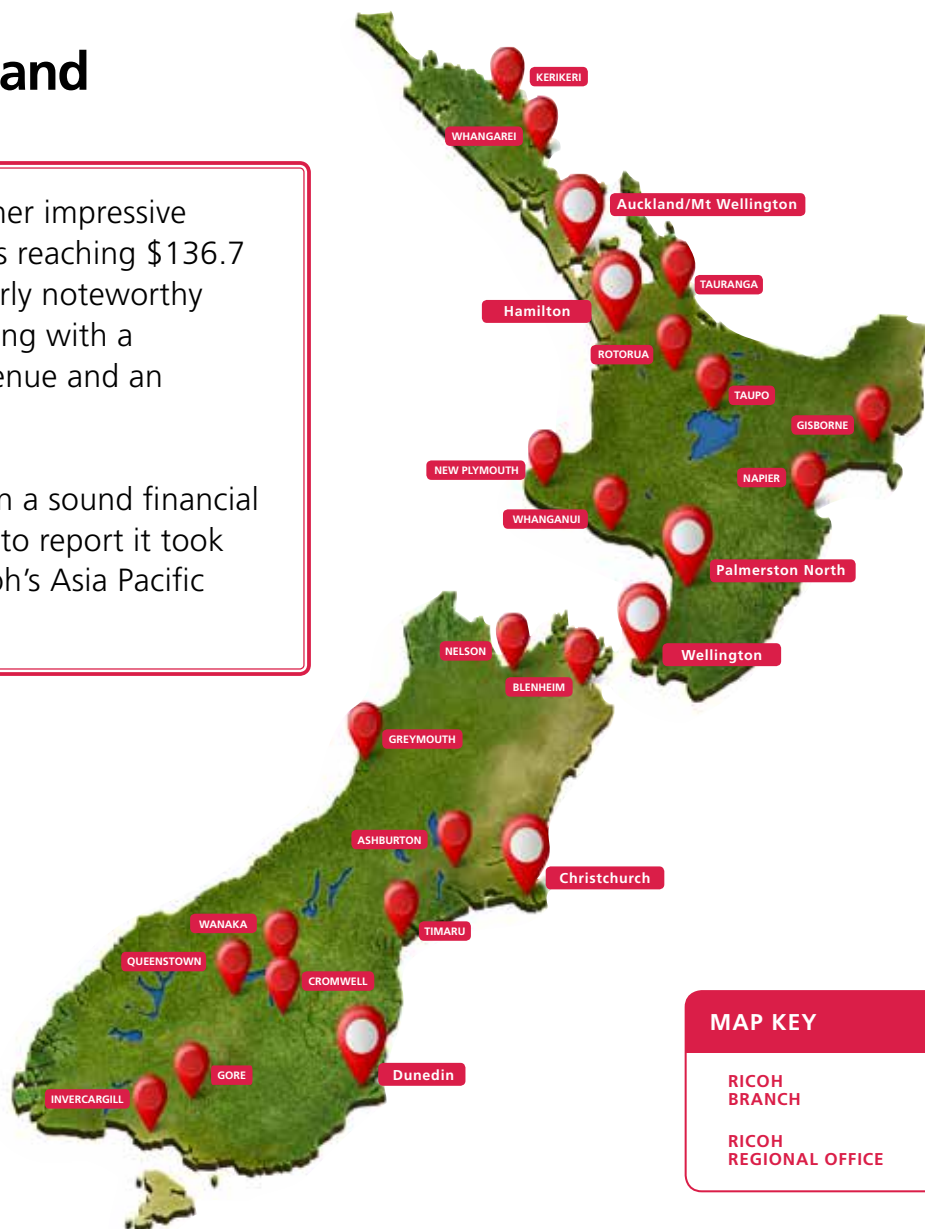
billion ¥

NET
SALES

Ricoh New Zealand

Ricoh NZ has had another impressive sales year with net sales reaching \$136.7 million. This is particularly noteworthy considering it was dealing with a marginal decline in revenue and an increased cost base.

The company remains in a sound financial position and is pleased to report it took out the top spot in Ricoh's Asia Pacific region for profit.



A wholly owned subsidiary of Ricoh Global, incorporated in 1970



Six main centre branches and 19 regional offices providing nationwide coverage



Profit before tax

NZD
\$8.5m

Company tax paid

NZD
\$2.1m

136.7

million NZD

**NET
SALES**

65.5

million NZD

**SHAREHOLDER
EQUITY**

366

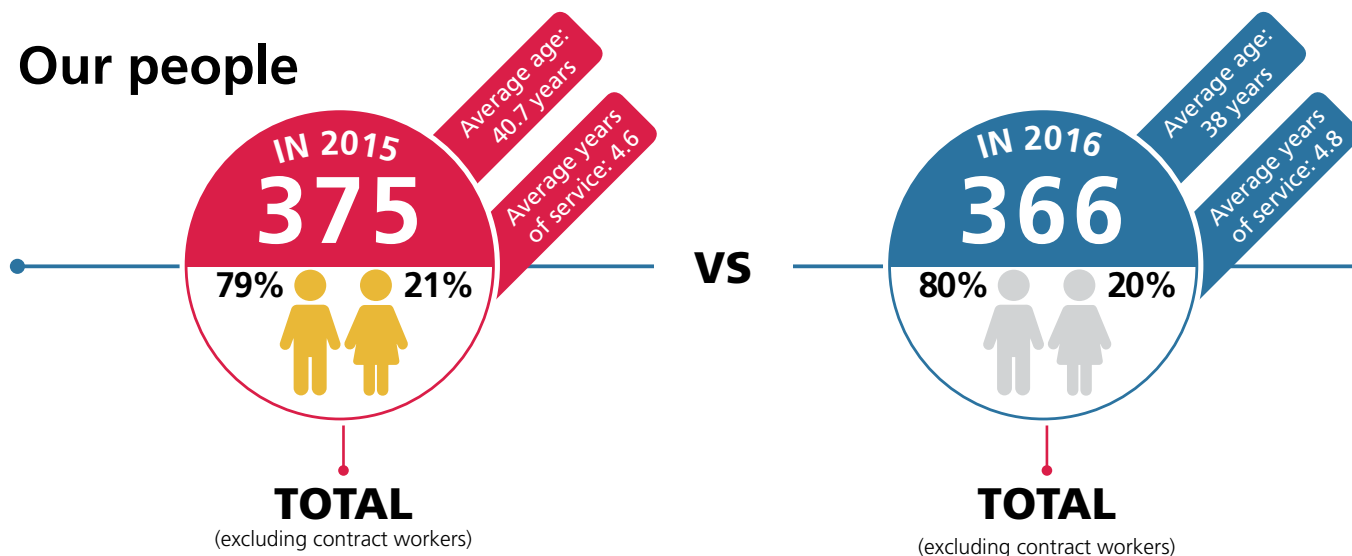
**NZ
EMPLOYEES**

26.8

million NZD

**SPENT ON SALARIES
AND WAGES**

Our people



Gender diversity

Women in management

Robyn Horsburgh-Pearce is Ricoh's Credit and Billing Manager. She runs a team of 16 staff from the company's Auckland headquarters. Robyn has been at Ricoh for seven years and previously held the role of Credit Manager.

Because the document solutions industry remains male dominated, I believe it's even more important for women to aim for management roles.

I have two daughters and I think it's important for them to see their mother working hard and having those efforts recognised. Likewise in the office, if I can

inspire the other females around me to aim for the top then I'll be happy.

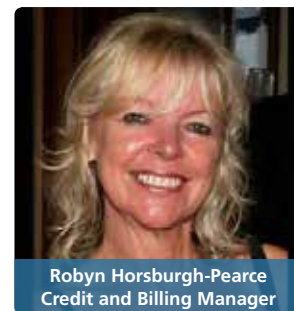
In the early days in my career I felt that being a female in a business environment meant I had to fight to get my point across and I was often overlooked due to my gender. Thankfully it's not like that now.

My team is predominantly female. Women bring different perspectives and I think it's important they are part of the overall mix. Only three of my team of 16 are men, which is counter to the overall male/female split here at Ricoh.

My team is diverse in terms of age and culture and it works well. Our three areas of credit, contracts and billing work together as one team to service the rest

of the business. We seem to click and that's obviously really important.

What impresses me about Ricoh is the fact that anyone can submit an idea to the senior management team. What's more, there's no judgement about who comes up with the idea; all ideas are considered and regularly embraced.



Robyn Horsburgh-Pearce
Credit and Billing Manager

The Ricoh Way Excellence Award

Ricoh New Zealand won an important internal award—the Ricoh Way Excellence Award—for its RIFLE+ project.

The award is for innovative work and activities that create new customer value and was presented to Darren Elmore, National Technical Support Manager, in Tokyo in December 2015 on behalf of the RIFLE+ team.

RIFLE+ stands for Ricoh Intelligent Fault Logging Engine and is a piece of software developed in-house as a way of improving Ricoh's fault response times and improving the customer experience.

RIFLE+ is an algorithm that filters

possible causes of equipment faults when a customer calls with a problem.

"RIFLE+ helps us predetermine possible causes of a machine fault so we can dispatch the right engineer with the right parts, the first time," says Darren.

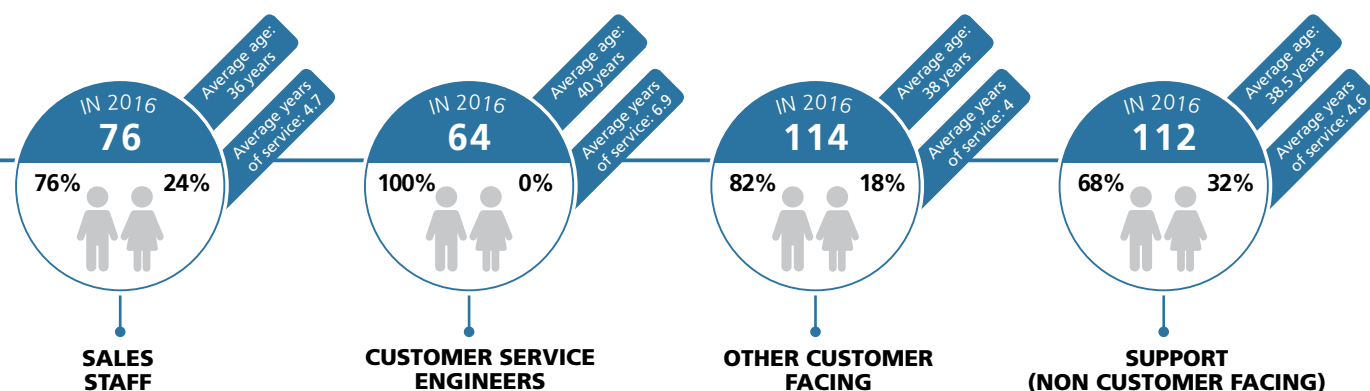
"It also links to the Ricoh @remote system (a remote diagnostic tool for Ricoh devices) so engineers can access service call records and paper jam logs for the machine in question and have advance warning of any firmware updates required."

The end result is increased machine uptime and improved customer

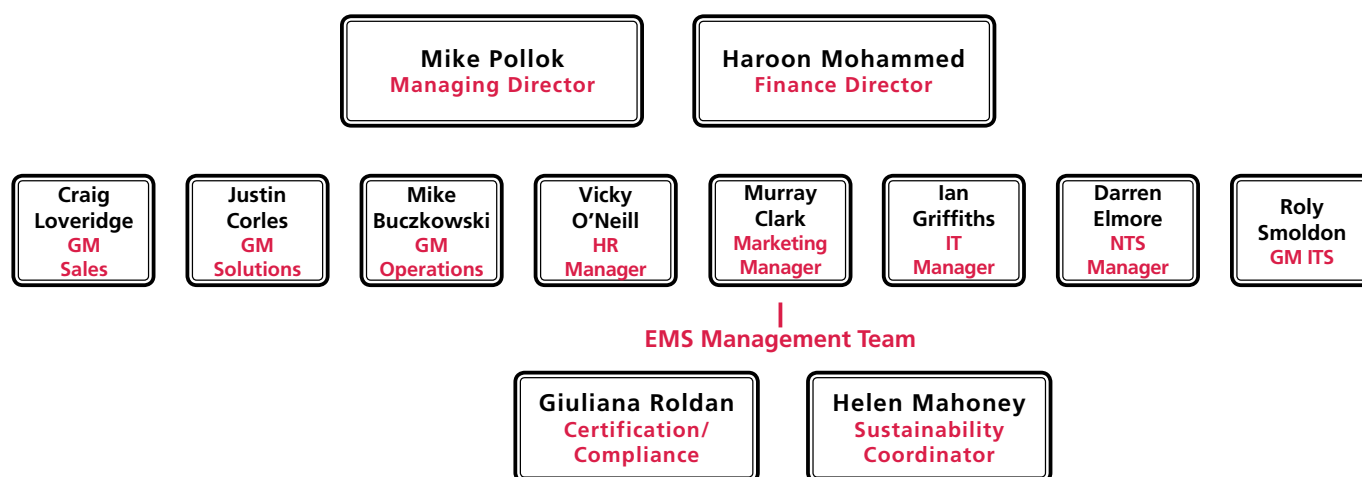
satisfaction which, Darren says, is the key driver behind the software.

"The end goal is to make life easier for my colleagues and our customers and it's wonderful to be recognised in the wider Ricoh family."





Ricoh New Zealand head office



Environmental Management System (EMS)

| | | | |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Richard Sterling National Distribution Centre | <p>"It's very satisfying getting involved and knowing our recycling has a pathway, especially given the volume that we get here at the NDC. Our team took part in a number of initiatives, including Earth Hour. We're proud to be actively driving sustainability in our branch."</p> | Lisa Kovalski Hamilton | <p>"With ongoing support from the Branch Manager, we have implemented new processes around sustainability, including recycling plastic, cans, glass and food waste and, undertook our first staff environmental day in September 2016 during Keep New Zealand Beautiful Week."</p> |
| Ashleigh Garrett Auckland | <p>"At our Auckland HQ, every decision we make is considered against how it impacts our business from a sustainability standpoint. Every supplier, every process, every purchase is decided upon with this in mind and it was no exception during the reporting year. Sustainability is a core value for Ricoh and we must walk the talk."</p> | Brendon Nilsen Wellington | <p>"Having a reliable and responsible way of disposing of our waste polystyrene was a focus for our branch. We have since established a relationship with a local polystyrene recycler, PolyPalace, which recycles waste polystyrene and turns it into a range of commercial insulation products."</p> |
| Ben Sykes Dunedin | <p>"Our e-waste recycling programme has really ramped up this year and we're currently recycling two-to-three crates via Croxley each week. With our local polystyrene recycler no longer able to recycle the product, it's been a huge bonus to include polystyrene with our e-waste, which has reduced our waste to landfill considerably."</p> | Porsha Landman Palmerston North | <p>"Our focus has been to continue to partner with the local council, residents, like minded businesses and community groups to improve our environment through tree planting."</p> |
| Warren Riley Christchurch | <p>"The Christchurch branch moved into a new building in April 2015. The building has a number of 'green' features that are helping to make our branch even more energy efficient."</p> | | |

In the community

"We have long recognised that we are in a position to help the communities in which we operate and have chosen to take a national and a regional approach to our engagement."

We support a range of community organisations, charities and individuals.

Our branch offices manage community engagement in their own locality and national engagement is managed from head office in Auckland.

We donate to those charities to which we feel we can make a practical difference either by providing products, services or direct investment. We particularly like to support organisations and individuals with an environmental

focus and those engaged in sport and we find that the best partnerships are where we can involve staff and customers in fundraising events.

The bottom line is that like all businesses, we are part of the community and we see it as a basic responsibility to give back."

Mike Pollok

Unicorn Foundation New Zealand

Cycling against NET cancer

Cycling the length of the North Island is no mean feat, but it was all in a day's work for the Ricoh team who, in April 2015, rode to raise funds and awareness for people living with neuroendocrine tumours.

Taking on the Tour of New Zealand cycling challenge is not the average approach for a company looking to support a charity. But that's exactly what the wider Ricoh team of 15 riders, including MD Mike Pollok and Ricoh dealers, signed up to do.

The Ricoh team cycled 700km and raised a whopping \$20,000 out of a total of \$115,000 to help fund vital scanning equipment to diagnose neuroendocrine tumours (also known as NET cancer) and identify the best course of treatment.

The CEO of Unicorn Foundation NZ, Siobhan Conroy, says the event meant the foundation achieved its goal to establish a much-needed type of PET scan for patients affected by neuroendocrine cancer.

"Previously, patients had to travel to Melbourne at their own expense to receive the scan. Since purchasing the technology, 140 Kiwi NET cancer patients have already benefited from the scan, which is an incredible achievement.

"Our next goal is to establish the follow-up PRRT treatment here in New Zealand. Currently NET cancer patients have to self-fund \$50,000 and travel to Melbourne over several months to receive the treatment. Our aim is to

make the treatment available on this side of the Tasman within the next two years."

Visit www.unicornfoundation.org.nz/ to find out more and to support this worthy cause.



Dr Malcolm Leggett and Siobhan Conroy



Fred Hollows

Ricoh was proud to continue its support of the Fred Hollows Foundation in its mission to restore sight to cataract blind people in developing countries.

During the reporting year, staff held pub quizzes and a national staff raffle (with items donated by our generous suppliers including Vodafone, PB Technologies and Millennium Hotel Group), to raise money for this important cause.

In the 2015/16 year we raised \$12,260 – half raised by staff and the other half matched by Ricoh New Zealand.



**The Fred Hollows
Foundation NZ**



Mike Pollok with Andrew Bell, Executive Director of The Fred Hollows Foundation, in 2015.



Since 2009, the Palmerston North branch has planted 10,000 eco-sourced native plants in Titoki Reserve, Palmerston North.

Regional community engagement

Palmerston North

Ricoh Palmerston North has continued to provide financial support to the Green Corridors programme, which aims to enhance areas of native bush next to streams and rivers to improve water quality and create green spaces. Since 2009 they've planted 10,000 eco-sourced native plants in the Titoki Reserve, Palmerston North.



Hamilton

Ricoh Hamilton supports the Waipa Fun Run, which raises money for Cambridge Lifeskills, an organisation offering free counselling to children and young people up to 15 years of age going through issues such as bullying, abuse and family issues.



Dunedin

Ricoh Dunedin supports Otago Community Hospice, which provides community-based, specialist palliative care and support to people in need.



Christchurch

Ricoh Christchurch supports Keep New Zealand Beautiful, and in particular its Clean Up Week initiative. This year, staff and their families attended a beach clean up at New Brighton where they cleared more than 250 kilograms of rubbish.



Wellington

Ricoh Wellington supports Riding for the Disabled, which creates opportunities for children and adults with physical, intellectual and emotional challenges to interact with horses to increase ability, independence and self-esteem.



Environment

We believe it's important to know what our impact is, so we measure it each year. Ricoh is carboNZero certified and our business activities are split into two areas: organisation and service.

A snapshot of our 2016 sustainability initiatives

- Rolled out battery disposal eco bins to all branches for the safe disposal of batteries with branch e-waste.
- Rolled out Environmental Management System training for the head office sustainability team and the branch Sustainability Champions enabling each champion to audit each other's progress.



Our organisation's footprint

For the year ending 31 March 2016 our organisational carbon footprint was 2,099.47 tonnes of carbon dioxide equivalent (tCO₂e). This is a reduction of 375.1 tCO₂e from the year ending 31 March 2015, which equates to 49 return economy flights from Auckland to London.



Top sources of carbon emissions

Our top sources of carbon emissions are: freight, fuel, air travel, electricity and waste. These are shown in the table below.

Looking at our 2015/2016 performance against the 2014/2015 year, we had significant reductions in freight and fuel emissions while waste increased by 19 per cent (this is because we collected waste from more of our branches compared to the previous year).

Freight reductions, particularly road freight, were the result of better quality data while a raft of initiatives helped to reduce our fuel consumption, including: reassessing which roles needed company vehicles; putting in place firmer guidelines about business and personal

use of company vehicles; replacing vehicles with high fuel use due to age or wear; and, ensuring vehicle services and wheel alignments are done on time so the vehicles don't over-use fuel to compensate.

| | BASE YEAR 2012/2013 TonnesCO ₂ e | 2013/2014 TonnesCO ₂ e | 2014/2015 TonnesCO ₂ e | 2015/2016 TonnesCO ₂ e | % change FY15/16 c/w FY14/15 |
|--------------------|---------------------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------------------------|
| Freight | 884.46 | 1,046.55 | 923.57 | 694.99 | -25% |
| Air Travel | 628.43 | 566.08 | 568.08 | 560.16 | -1% |
| Waste | 59.13 | 61.34 | 49.85 | 59.23 | 19% |
| Fuel | 997.18 | 1,111.30 | 716.15 | 569.40 | -20% |
| Electricity | 169.54 | 140.20 | 162.779 | 163.44 | 0% |
| Other | 31.45 | 41.73 | 54.51 | 53.24 | -2% |
| TOTAL | 2,770.19 | 2,967.19 | 2,475.44 | 2,099.47 | -15% |

Note:

1. The data collected for compiling the emissions measurements was obtained in compliance with the carboNZero programme standard and verified to a Reasonable Level of Assurance for the organisation.

2. Other includes: private car (mileage claims), taxi travel and rental car travel.

Our service footprint

We measure the service component of our business separately. This is essentially anything to do with the use, maintenance and disposal of the print devices leased by our customers.

We measure emissions per printed page which is known as a 'click'. As part of our service footprint, we offset the emissions associated with the electricity used by our customers to run the device, but not the emissions associated with paper. We set our boundary to include electricity because our machines use electricity regardless of how much paper they use.

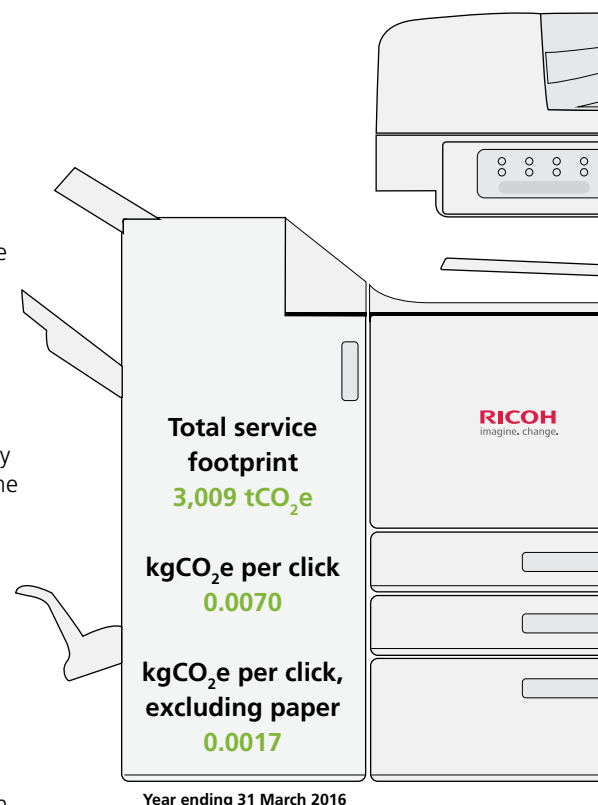
We acknowledge that paper is a significant resource used by our print devices, yet it's something we have little control over i.e. the amount and the type of paper stock used. Although we cannot control customers' paper consumption, we try to influence it by ensuring machines are set to print duplex (double sided) by default. By printing

duplex, customers can reduce carbon emissions by 25 per cent or more.

Another way we influence paper consumption is to regularly review what our customers print and challenge them to print less as we work towards a post-print future.

Most office print environments now have management tools like 'Secure Print Release', which allows users to hold print jobs at the machine until they are released by a code. We've seen some customers reduce their print volumes by more than 20 per cent simply by switching this feature on.

The key benefits of features like this are the ability to delete incorrect prints or prints that are no longer required before they're printed. It also reduces lost prints—that all too common situation when someone else picks up their colleague's printing with their own, triggering a reprint.



Reducing our load

We aim to reduce our carbon footprint each year and have set targets for both our organisation's and service footprint.

Organisation's

Our organisation target is to reduce tCO₂e per million dollars of gross revenue by three per cent per annum.

In the 2015/16 financial year we achieved a reduction of 10.5 per cent against the

prior year and a 38 per cent reduction over the four year period since the 2012/13 base year.

The reason behind these significant reductions can be attributed to the fact

that we moved into a 5 Green Star-rated premises at the end of 2014 making this reporting year the first full year in the energy efficient building.

| | FY12/13 | FY13/14 | FY14/15 | FY15/16 |
|-----------------------------------------------------------------------|---------|---------|---------|---------|
| Total gross emissions (tCO₂e) per \$M gross revenue | 24.89 | 22.88 | 17.19 | 15.38 |

Service

Our service target is to reduce the tCO₂e per click by three percent per annum.

For our results per click, excluding paper, we achieved a reduction of 43 per cent against the prior year and a total reduction of 64 percent over the

four years since the 2012/13 base year. However, this reduction is likely due to improved measurement tools rather than a genuine reduction.

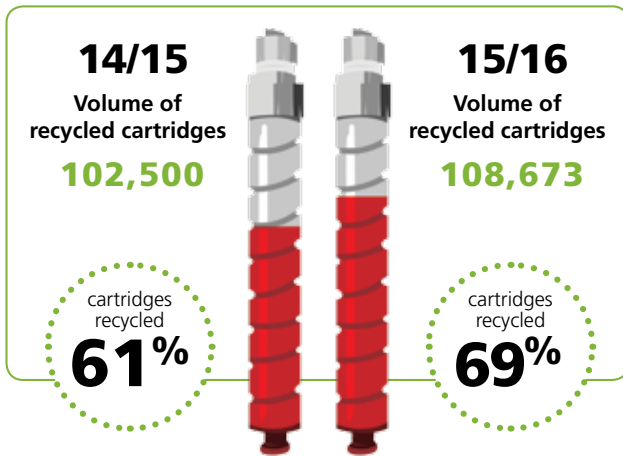
For example, we are now able to report the electricity consumption of

our print devices with more accuracy and can measure the actual electricity consumption of the devices (taking into account standby and power save modes) rather than having to apply a maximum.

| | FY12/13 | FY13/14 | FY14/15 | FY15/16 |
|--------------------------------------------------------------|---------|---------|---------|---------|
| Service footprint, excluding paper (tCO₂e) | 3769 | 3768 | 2,642 | 3,009 |
| kgCO₂e per click, excluding paper | 0.0047 | 0.0045 | 0.0030 | 0.0017 |

Toner recycling

Did you know: Every Ricoh toner cartridge you use can be recycled for free? If you're not already registered, sign up for the free recycling system at www.ricoh.co.nz/About/Environment/Toner Cartridge Recycling.



E-waste recycling

Did you know: We recycled 241,828.8 kg of end-of-life Ricoh machines in the 2015/2016 year? This equates to just over 2000 machines.

The 2016 year is the first full year that we've been working through a single supplier, Croxley Recycling, to collect and manage our e-waste. This nationwide approach has improved efficiency and visibility and our ability to manage higher volumes.






"A year on, Ricoh continues to display its strong ethos around sustainability and recycling. The volume of recycled product continues to grow and with the Ricoh dealer network now included, the scheme is a genuine full nationwide service. The Environmental Choice-certified recycling scheme is the only one of its type in New Zealand."

Wayne Grieve,
Manager, Croxley Recycling



Business management frameworks

We manage our business using a number of frameworks, as outlined below.

| Framework | Description |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>First registered 2001</p> <p>ISO 14001 – Environment Management System</p> <p>Ensures we have a system to minimise harm to the environment.</p> |
|  | <p>First registered 2004</p> <p>ISO 27001 – Information Security Management System</p> <p>Ricoh's ISMS promotes:</p> <p>Confidentiality: Information is only accessible by authorised users</p> <p>Integrity: Information is accurate and complete</p> <p>Availability: Information is accessible when it is required by authorised users.</p> |
|  | <p>Since 2004</p> <p>Environmental Choice</p> <p>Environmental Choice is New Zealand's official environmental label. Although it's independently operated, it is initiated and endorsed by the New Zealand Government. It recognises the increasing effort of manufacturers to reduce the environmental impact of their products.</p> |
|  | <p>Since 2008</p> <p>carbonNZ Zero</p> <p>An independent endorsement of our commitment to measuring and reducing our greenhouse gas emissions.</p> |
|  | <p>Since 2014</p> <p>Workplace Safety Management Practices (WSMP)</p> <p>WSMP recognises medium to large businesses that have implemented effective health and safety systems.</p> |

The inevitability of circularity: Managing peak stuff

The circular economy is a hot topic at the moment at board tables around the world but what is it and why is its adoption almost inevitable?

A circular economy is the solution to the 'take-make-waste' model that still predominates. It ensures materials and products stay in high-value circulation for as long as possible by maximising their life cycle, optimising usage and at the end of life, ensuring they are fully reutilised.

It's becoming clearer that a circular economy is perhaps the only viable sustainable growth model that we have, predominantly because it decouples growth from the use of finite and precious resources. This, combined with the fact that circular economy principles and accompanying business models are based on universal business drivers such as increased efficiency and innovation, and reduced costs, means the debate is not *if* a circular economy will be achieved, but *when*.

It's certainly not a new concept. Walter Stahel, considered the grandfather of the circular economy, coined the phrase "the resources of tomorrow are the goods of today at yesterday's resource prices" in the early 1970s. Organisations such as Ricoh have been utilising a circular economy model to increase efficiency and provide increased customer value for decades. For example, Ricoh's lease service option sees it maintain ownership of the multifunctional devices, while maximising life-cycles and harvesting parts at the end of life for reuse.

We are also seeing governments around the world start to recognise the economic and environmental benefits of the circular economy, particularly via employment. This is contributing to the inevitability of wholesale adoption of the concept.

The European Union, for example, announced in December 2015 that it would be investing 6 billion Euro into advancing the 'circular' capacity of its members' organisations. Perhaps a more comparable scenario to New Zealand was provided by Scotland which, in February this year, announced a 70 million GBP

investment into upskilling local organisations to compete in a circular economy.

We are also seeing this 'carrot' of potential investment from governments being combined with a legislative 'stick' such as France recently announcing the banning of edible food waste from supermarkets.

Perhaps one of the biggest signs of the inevitability of circular solutions from a business perspective comes from retail giant, Ikea. With significant growth targets by 2020 its Chief of Sustainability recently stated: "If we look on a global basis, in the West we have probably hit peak stuff". Therefore, Ikea is looking to incorporate reparability into its business models to continue to achieve growth in light of customers buying fewer new products.

In New Zealand we are seeing increasing numbers of businesses adopt circular economy models from other sectors. For example, Philips is working to utilise the 'servitisation' in the lighting sector, pioneered by the likes of Ricoh, via a 'pay per lux' offer. Another example, from a start-up perspective, is ethique, which is utilising a 'dematerialisation' model. It has reduced the need for traditional packaging of shampoo (a plastic bottle) and a major 'filler' ingredient (water) to provide a solid shampoo bar.

As you would expect, circular economy business models are well represented in the Ricoh Mega Efficiency Innovation category at the NZI Sustainable Business Network Awards. The 2016 finalists included waste-to-value organisation TerraCycle and 'sharing economy' MyCarYourRental, which allows car owners to rent out their cars when not in use.

It's inevitable that the circular economy will happen simply because its principles are intrinsically linked to good business practice.

There is continued investment and focus from governments and there is increasing awareness from customers that it provides a solution to the reduction of unnecessary 'stuff'. Plus, there is clear pressure on our planetary

boundaries created by population and consumption growth. The Sustainable Business Network is working with its members, such as Ricoh, to ensure it happens sooner rather than later.

"A circular economy is the solution to the 'take-make-waste' model that still predominates. It ensures materials and products stay in high value circulation for as long as possible by maximising their life cycle, optimising usage and at the end of life ensuring they are fully reutilised."



sustainable
BUSINESS NETWORK
Reshaping Profit

Creating an intelligent digital workforce with Robotic Process Automation

While business process automation might make some people want to fall asleep, it's an increasingly important consideration for any organisation that wants to carve out a sustainable future and be ready to outperform its competitors.

Sadly, the stats show that the boredom factor may have crept in with one technology services company suggesting that organisations are currently automating, on average, only 25—40 per cent of their workflow.

What are the roadblocks? Probably too many to mention, but one area of automation technology that's gaining traction is Robotic Process Automation or RPA.

In order to define RPA it might help if I start with what it's not. While the mental picture is fun, it's not physical robots sitting at desks! RPA uses software robots to automate the repetitive and often mundane tasks of collecting and inputting data between portals, websites, internal applications and systems and has been successfully used for customer or

employee on-boarding, loan applications, credit collections and complaint handling.

RPA delivers three main benefits: It increases productivity and efficiencies; decreases costly errors; and, frees up employees for more engaging and rewarding work.

For example, a company may employ several customer service representatives who spend the majority of their time manually gathering and inputting information between systems to process orders. With RPA, these tasks can be streamlined and the time required cut in half, allowing the reps to do what they do best—communicate and help customers.

One of the key features of RPA is that it sits on top of an organisation's existing technology which means it's non-disruptive and doesn't require significant on-boarding time.

Efficiency is a key driver in any organisation wanting to be sustainable and products like Kofax's Kapow (its RPA solution) and its Total Agility platform are

“In order to define RPA it might help if I start with what it's not. While the mental picture is fun, it's not physical robots sitting at desks!”

already having significant impacts here in New Zealand.

To understand how RPA can transform your business processes, drop me a line at jcorles@ricoh.co.nz



Justin Corles
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Life in an increasingly connected world

Working from anywhere is the norm these days. A smart phone in your pocket or handbag provides the most power we've ever had and contributes to the expectation that employees are available and contactable 24/7. Whether that's a good or a bad thing is a topic in its own right, but the point is that IT is making this connectivity and flexibility possible.

Looking at the triple bottom line with a people lens, it's easy to see that working from anywhere definitely caters for working parents, just one subset of today's flexible workforce.

Technology is the enabler when it comes to workplace flexibility, be that working from home, the airport lounge, the local cafe or out of your car. What connects these very different locations? A humble internet connection.

While it sounds easy, it's important to remember that business flexibility and connectivity doesn't just happen. Organisations that do it best invest time in planning the various technology platforms they need. Experience tells us that many people make IT decisions based on a specific problem at a specific time. Where possible, we encourage our clients to take the time to develop a wider IT plan that will ensure their business technology requirements are met today, and in a year's time.

From designing and building tailored IT infrastructure and helping businesses journey to the cloud, my team helps customers prepare for rapid changes in business technology, rather than just react to them.

To understand how we can transform your IT, drop me a line at rsmoldon@ricoh.co.nz



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